

# Vicenza Military Community FY 16 AFAP ISSUES

USAG Italy AFAP FY 16 Issue #: FY16-0	Title	Scope	Recommendations	SME Reach Out	Status
FY16-001	Full-time/ extended hours childcare on Ederle for infants and pre-k children	Infant through pre-k children enrolled in full-time daycare are located on Villaggio. Majority of working spouses are on Ederle. This creates extra commute time, more traffic coming out of Villaggio (the turn onto the highway can be dangerous), and parents cannot easily visit their children or breastfeed due to the distance & time consumption it takes to travel from Ederle to Villaggio. Additionally, CDC is not open on the weekends.	Offer full-time childcare development center for infants to pre-k on Caserma Ederle for working or dual military families during the week and extended hours on the weekend.	CYSS, Eric Weisel	Unattainable. Leadership is being made aware of by command groups.
FY16-002	Full APO mail privileges for retirees, or at least full mail receive privileges	Mail privileges equal to Active Duty Military and Civilian personnel are not available to Retirees. Mail services on post for Retirees are limited by size and weight. The one pound mail limit for Retiree Box R personnel is inadequate for sending and receiving books, gifts, clothes, medicines, and other useful stateside products. Additionally, the APO system cannot be used to send or receive packages to CONUS. Thus, this creates hardship when their family resides in CONUS and Retirees are limited in receiving or sending packages and other items through the APO.	Authorize HQDA full APO mail privileges for retirees.	DHR, Richard Hendrickson	Unattainable. Request JAG statement.
FY16-003	Inability for Retirees to cash U.S. Government Securities	There is no facility for retirees to cash U.S. Government securities (e.g. savings bonds, government checks, U.S. Postal money orders, etc.). Historically the Finance Office cashed the U.S. Government securities. The service is no longer available through any financial facilities such as banks and credit unions.	Authorize HQDA Finance offices overseas and on-post concession financial facilities to cash U.S. Government securities.	Finance Office, Darryl McCoy, SME Laura Quattroccere	Attained. See SME Response.
FY16-004	Payment and Reimbursement for medical costs of Retirees/Civilians	Active Duty military personnel are authorized direct billing from San Bortolo hospital to Tricare, and Retirees/Civilians are not authorized direct billing. This causes undue financial hardship and additional administrative burden on the Retiree or annuitant. This additional hardship affects the quality of life for Retirees/Civilians needing medical care.	Negotiate (AMEDD) with San Bortolo hospital to direct bill Tricare for Retiree/Civilian share of hospital cost with eligibility validated with Tricare office.	USAHC-V, MAJ Small Brown	DoD issue due to TriCare. Unattainable in current form.

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FY16-005	Lack of a Common Access Card prevents Retiree access to official military government computer services	The current and ever increasing cyber threats to our automated systems require constant vigilance and increasingly sophisticated security counter measures. The ongoing upgrades to the Army automation systems (ex. AKO, Echo Magazine) and most Department of Defense (DOD) systems require users to use common access cards (CACs) vice user identification (user ID) names and passwords for login. This effort insures personal security and greater cyber security for the overall systems.	Chief of Staff, Army direct that all necessary actions be taken to phase in the issuance of Common Access Cards to future Retirees to increase the system cyber security and to permit them to retain access to key information and to critical systems.	DHR, C. Overstreet	Unattainable. See SME response; CAC for working.
FY16-006	Disconnection between Army Garrison and Retiree Community	Retirees are not informed in a timely manner about Army and Garrison policy changes, benefits changes, events, and basic community issues and services. There is no method to inform Retirees on a regular basis about these issues. The lack of communication decreases the quality of life for Retirees and increases feelings of disconnect.	Bridge the gap between the Vicenza Retiree Community and Garrison Command through increased communication between the Retirement Services Officer.	DHR, Dave Ott	Attainable. Job of KSO.
FY16-007	Lack of Awareness of Relocation Resources in Place	Newcomers appear to be unaware of the DoD website, <a href="http://www.militaryinstallations.dod.mil">http://www.militaryinstallations.dod.mil</a> . This results in additional challenges in the adjustment process for Soldiers and Families. A poor transition adversely affects Readiness	Add the website address to PCS orders and in the remarks section of LES. Integrate link on social media and advertise website at all in-processing facilities.	DHR, C. Overstreet & ACS J. Sposato	D.A.
FY16-008	Quality and price of haircuts	The cost and quality of haircuts throughout the Army differs greatly and can be as expensive as 15 euro or approximately \$17 per hair cut. This expense is quite costly considering the Army's standard for hair length, often requiring a hair cut per week. This expense is also not reimbursable for those who do not itemize their taxes and no other allowance is offered to cover this cost. Additionally, the quality of barbers found at each location also greatly varies, with no standard qualifications or certifications required to be employed. This makes it especially difficult for those whose ethnicity requires careful attention to each haircut nearly impossible to be met.	Standardize the price of haircuts throughout the Army so that it is affordable to all ranks and require all barbers to obtain a level of certification in order to ensure quality standards are met.	AAFES, S. Sobrino	Active. Connect to CSM. Surveys not surveying correct information.

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FY16-009	Timeliness of ETS Orders	When transitioning out of the Army, a number of procedures require ETS Orders/Documentation in order to be processed (ex. Household goods etc.). Often, these orders are not received in enough time to ensure a smooth transition for the soldier (and their family) given the list of out-processing that must be completed. The currently system for tracking such documentation only shows the step in which it is being processed and does not include details or descriptions pertaining to any holdup in the process, leaving soldiers to receive said documents often within two weeks of their ETS date. This date does not change unless complicated circumstances (ex. medical, legal etc.) are present.	Require ETS Orders/Documentation to be released to the soldier upon entering into ACAP/TAPS program (i.e. 2 months prior to their defined ETS date) unless otherwise complicated by special circumstances (ex. medical, legal, etc.).		Attained.
FY16-010	Petty theft within the barracks	Theft of personal property has become a major issue within the barracks throughout the Army. While some common areas are subject to surveillance, laundry is often unmonitored and is consistently a target for theft at many barracks (both civilian and military clothing). Current guidance/policy suggests filing a report with the military police; however, this effort is often unsuccessful as it is a low priority and can not be tracked by lack of evidence.	Install security cameras throughout the barracks laundry rooms and require all new barracks to have surveillance within the laundry facilities.	DPW. L. Smith	Unattainable.
FY16-011	Space Available Travel for Gold Star Dependents on AMC flights to/from CONUS	Gold Star Dependents are categorized as "Retirees" for Space Available Travel. Although technically permitted to utilize the service, this categorization requires that they be accompanied by their sponsor in order to travel. This is an impossible requirement	Provide an Exception to Policy for Gold Star Family Members to allow Space-A travel on AMC flights.	ACS ( SOS), Y. Leible	Unattainable.
FY16-012	Full postal privileges for surviving dependents	Since surviving dependents are classified as Retirees, they are restricted to the 16 oz. mail weight limit for all incoming mail. While this is not an issue CONUS, those living overseas are prevented from receiving packages exceeding this weight limit. This creates hardship for them when they have family who live in CONUS and can't receive or send packages and other items through the APO	Allow surviving spouses the same postal privileges as spouses of DA Civilians or Active Duty service members.	DHR, Richard Hendrickson, Postmaster, Kosmicki, ACS( SOS) y. leible	Ask legal for statement

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FY16-013	Temporary categorization for Gold Star/ Surviving Spouses and Family Members	Currently surviving spouses and dependents of those killed in action are considered to fall within the "retiree" category for many Veteran Benefits including but not limited to Space Available travel, Commissary privileges, postal services, ID Cards/DEERS etc. This categorization does not give appropriate consideration for the needs of those families given the absence of their military sponsor. For example, family members cannot travel to Arlington to visit their loved one on Space Available travel because it is impossible for their spouse to accompany them during travel (a requirement for traveling retirees). ID cards cannot be issued to non-US citizen holding dependents, prohibiting them from accessing military bases overseas. Gold Star families overseas are restricted to retiree status for all postal services, which currently allows no more than 16 oz. of mail at any given time; this prohibits these families from receiving packages that exceed this limit.	Create a separate service category for Gold Star/ Surviving Spouses and Family Members that allows adequate access to an appropriate level of support services and benefit coverage for those whose affected by the loss of their military sponsor.	ACS(SOS) Y. Leible	IMCOM-E stated that this issue was not chosen because it is beyond the scope of the AFAP process in that it falls within the Status of Forces Agreement (SOFA).
FY16-014	Abandonment and rehoming of pets by military families OCONUS	Abandonment and rehoming of pets often occurs due to a Permanent Change of Station (PCS) when Families are unaware of the costs and hardships associated with traveling OCONUS with pets. The pets being abandoned or rehomed often become a burden on the local community, which leads to more tension and misunderstanding between Local Nationals and Americans.	Implement an awareness program for responsible pet ownership, which aims to familiarize pet owning Service Members and their Family Members with procedures and costs associated with an OCONUS PCS where pets will accompany; as well as educate the Service Member of the punitive consequences for pet related offenses (i.e. abuse, neglect, abandonment, etc.) as an irresponsible pet owner in the military.	Public Command, LTC Sims	Active. CPT to work separately with public command.

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FY16-015	Permanent Change of Station (PCS) OCONUS with pets	An overseas PCS with pets involves a lot of research, planning and paperwork. This information can be hard to understand and even more difficult to obtain. Military travel offices are often unwilling to cooperate with Families in choosing pet friendly airlines and do not provide information on how to use Space-Available travel with pets. If the Soldier and Family is successful in transporting their pet there are few transportation options from the airport to base/temporary lodging upon arrival OCONUS.	Standardize the process and procedure of military travel offices to be more accommodating of Families with pets including accurate and up to date online information (i.e. step by step instructions for a PCS OCONUS with pets) and provide pet friendly transportation (i.e. bus shuttle) options to/from the most common airports for Families arriving with pets.	SATO/AMC Rep.- Gabriela D Boni 637.7643; Transportation - Rita Newbell-Wright	Attained. Many sites available with information (i.e. Volunteer Pet Project).
FY16-016	Financial Support for OCONUS Spouses until Early Return of Dependents (ERD) Departure	OCONUS-based Spouses awaiting an Early Return of Dependent (ERD) from an abusive Soldier, currently receive no financial support until the ERD Family Member has departed the OCONUS location. Currently, the Soldier is responsible for providing minimal support and can deny access to funds as long as the Soldier provides housing for the Family. This situation is exacerbated due to limited OCONUS employment opportunities for spouses. Domestic Violence in the Army has been on the rise since 2008, which may result in more Families scrambling to provide for themselves while at the mercy of the ERD process.	Develop a policy similar to the policy currently in place for soldiers providing once ERDed dependents return to CONUS. There currently is a formula dictating exactly how much a Soldier should provide for dependents in such a situation, and it should be no different OCONUS.	FAP, Frances Packard and Ryan Moore; SJA- Stephen Salerno	D.A.

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FY16-017	Behavioral Health Staffing	There is currently a problem with behavioral health adequately staffing and funding several behavioral health programs. A large contributor to the staffing issues is that it often takes large amounts of time, up to a year, to fill a position after it has been vacated by a previous provider. This leaves the remaining behavioral health teams under huge workloads that often see them booked out for a month, and patients are left behind if a crisis patient is presented with a need for immediate care. If we are truly serious about reducing the "22 Soldiers per day" suicide statistic, action must be taken to ensure that our behavioral health teams are ALWAYS adequately staffed with no gaps in services for Soldiers as well as easy surge coverage from other bases to cover for maternity and long-term illnesses of providers.	Develop a much stronger and smarter plan for provider departures so there are no gaps in service between previous providers and incoming providers and develop a plan for stronger behavioral health surge support when providers go out for maternity or illness leave.	USAHC-V, MAJ Smallbrown; MAJ Evans	Attained. Increased behavioral health staffing.
FY16-018	Teen Driver's Education	Students under the age of 18 cannot drive in Italy due to the SOFA agreement. A driver's education program would prepare students to drive to college or work, find employment, and learn to manage personal responsibility once they return CONUS. Additionally, Vicenza has a driver's education simulator machine but no certified instructor to operate or oversee the machine.	Develop a drivers education program including a driving instructor to teach the youth OCONUS and include an online distance learning, driver's education program.	DTS, LRC-Alfonso Echevarria	Unattainable.
FY16-019	Hourly Compensation for Non-Spouse Dependents OCONUS	Due to the lack of OCONUS job opportunities on post, there are limited opportunity for students and/or non-spouse dependents to earn money. Many individuals work at the commissary bagging groceries; however, compensation is limited to tips only and do not include an hourly wage. Additionally, students who participate in the Summer Hire program are paid below the federal minimum wage but should be afforded the opportunity to earn an adequate wage no less than the federal minimum hourly wage.	Introduce fair minimum wage practices designed to mirror the federal minimum wage standard for all student employees (i.e. baggers at the commissary, Summer Hire employees etc.)	CPAC; Marzia Bazzon DECA; Anthony Piccolo	Unattainable. Eric has to add some SME information. CPT to work with CPAC.

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FY16-020	Access to and Availability of Laptops for High School Students	In recent years, Vicenza High School was part of a DoDDS pilot program that provided a free laptop to every student to use throughout the academic year. This program was discontinued for the 2015-2016 year which has caused academic difficulties. Many teachers still offer classroom and homework assignments that require computer access even though not all students have a computer at home and/or the correct software on their home computer.	Re-offer the one-to-one program to Vicenza High School students so they can benefit from having a personal laptop for schoolwork or allow students to sign out/borrow last year's one-to-one computers on a nightly basis to complete homework/project assignments if needed.	DoDEA, Mr Rudy, SME- Christy Blevins	Unattainable. Waiting to hear from CPAC.
FY16-021	Ineligibility for Spouses on Amended Orders to Utilize Military Spouse Preference (MSP)	Individuals who marry an Active Duty Sponsor after the date of the Sponsor's authorization for a Permanent Change of Station (PCS) are not eligible to utilize MSP per DoD 1400.25 Volume 315 Para 4.a(1). Due to this spouses attempting to gain employment OCONUS are being denied positions. Limited employment opportunities for spouses OCONUS is already a concern; thus, this additional ineligibility for MSP directly impacts a large number of spouses OCONUS.	Provide access to MSP OCONUS for Command Sponsored individuals regardless of date the dependent is acquired by the Active Duty Sponsor.	CPAC; Marzia Bazzon	D.A.
FY16-022	Employment for Spouses/Family Member citizens of Non-NATO countries	Non-NATO Family Members are not eligible for employment in OCONUS areas. As spouses of military members, travelling with the sponsor is pivotal for a cohesive family. Many are eligible to work CONUS and frequently willing to work any position available in order to assist with the household but are not eligible to obtain employment prior to obtaining the U. S. citizenship for OCONUS positions.	Remove the Non-NATO citizenship stipulation and authorize command sponsored spouses and Family Members to compete for employment.	CPAC; Marzia Bazzon	Active. Request JAG statement.
FY16-023	Civilian Retirees' Access to OCONUS Installations	Civilian retirees serve the military forces until retirement and are not eligible to access OCONUS installations without discretion of military commanders. DoD Civilians are credentialed members for Department of Defense and serve the military branches as their fellow military members and in some instances side-by-side but are not allowed installation access without the installation commander's approval. Many civilians work all their civilian career with the military and upon retirement, adjust to the non-military way of life gradually. The access to the installation to utilize MWR facilities allows a Civilian Retiree to gradually acclimate to the non-military life.	Allow access to military installations by Retired DoD Civilians without installation commander discretion.	DHR, Dave Ott	Unattainable. Request JAG statement and DES Access statement.

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FY16-024	OCONUS Civilians Access to Military Family Life Counselors	The Military Family Life Counselor contract limits availability to only military and their families. DA Civilians with OCONUS orders work side-by-side with military members and have short-term issues that a MFLC could assist with but are unable to use this service according to contract restrictions. Stresses generate not only with a Soldier but with those around and attending to the Soldier; the DoD Civilian will be better equipped to assist and respond to Soldiers needs during stressful times with further access to this service.	Provide an addendum to the contract in OCONUS areas to include DoD Civilians with permanent change of station orders authorization to utilize the MFLC services.	IMCOM, MFLC Supervisor	IMCOM-E stated that this issue was not chosen because it is beyond the scope of the AFAP process in that it falls outside of the Department of the Army purview as it is managed by the Department of Defense.
FY16-025	On-Post Medical Care for DA Civilians OCONUS	DA Civilians living in some OCONUS locations have limited on-post health care options as they are seen on a space available basis. This poses an immediate danger in emergency situations, including those occurring during post supported events, as health care for Civilians and their Family Members is not always immediately available.	Provide care via on-post health clinic during emergency situations regardless of Sponsor's category.	USAHC-V, MAJ Small-Brown; COL B. Bender	Active. 1-2 providers to be added? Send to Col. Bender.
FY16-026	Permanent Change of Station orders for Soldiers Assigned to Camp Darby, Italy Reflect Arrival to Pisa, Italy	Soldiers reporting to Camp Darby are arriving at the Venice airport, which is a 6 to 7 hour round trip. Camp Darby is 15 minutes from the nearest airport in Pisa. Thus, due to assignment for arrival to the Venice port Sponsors are required to lose 2 days of non-productive work to stay overnight in Venice to meet soldiers assigned to Camp Darby.	Permanent Change of Station (PCS) orders for Soldiers assigned to Camp Darby/Darby Military Community/Livorno Military Community should reflect flight arrival to Pisa International Airport.	DHR, C. Overstreet	Misinformation. Attained. Hope to be ameliorated with Issue #7.
FY16-027	Translator Services for Appointments OCONUS	There is a significant number of spouses OCONUS where English is their second language. This poses a problem when certain services are needed and the provider of those services does not speak their primary language. This can lead to confusion, services not being fully utilized, and possibly, misunderstanding of important directions and/or information.	Create a specific category of individuals with HIPAA training willing to assist with translation during certain appointments that may include transmission of PII/PHI.	ACS; Red Cross	Active. Connect with Jenny. TIPS. CPT to work?